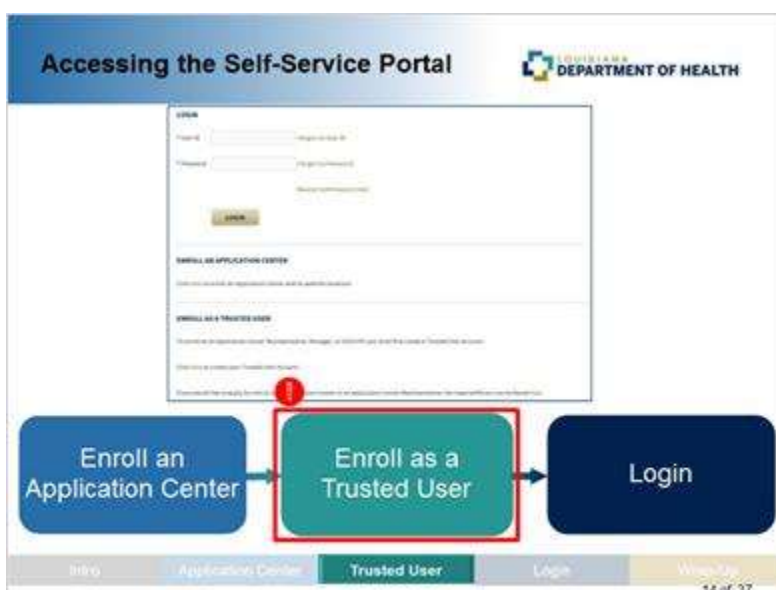


4. Enroll as a Trusted User

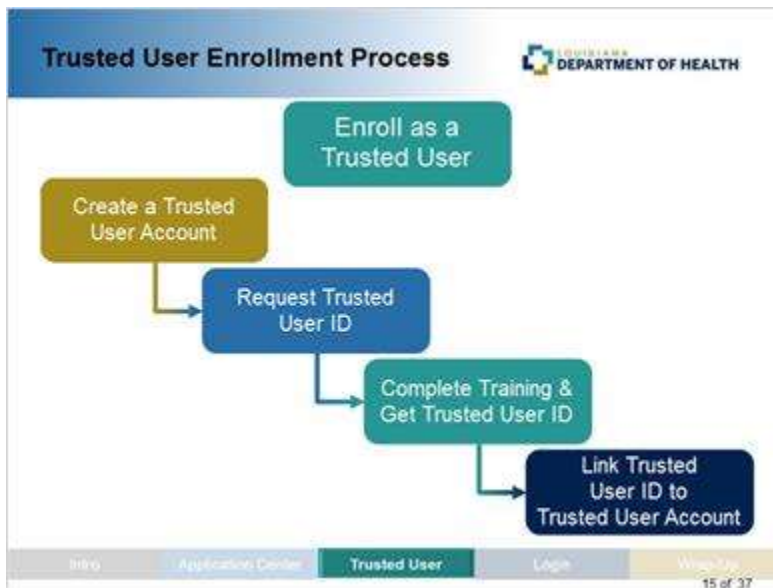
4.1 Accessing the Self-Service Portal



Notes:

Narration: After receiving your Satellite Location ID number, you will Enroll as a Trusted User. Click the Enroll as a Trusted button to learn more about that function. Note that only Representatives and Managers need to enroll. CEOs and CFOs will be enrolled automatically using the information entered on the Application Center Contractual Agreement screen.

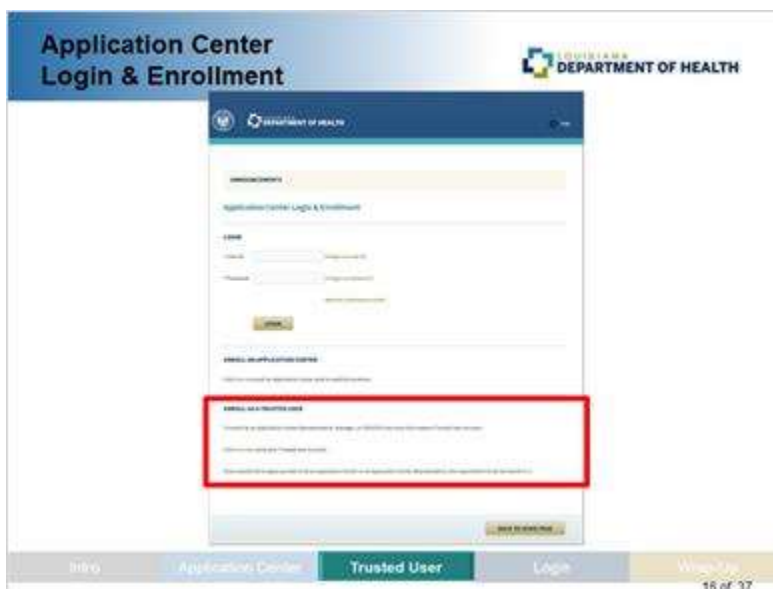
4.2 Trusted User Enrollment Process



Notes:

Narration: Before learning about the screens required to enroll as a Trusted User, take time to look at the high-level process.

4.3 Application Center



Notes:

Narration: To enroll as an Trusted User or Manager, first click the Enroll as a Trusted User hyperlink on the Login & Enrollment screen.

4.4 Create A Trusted User Account

Create A Trusted User Account

Enroll as a Trusted User

CREATE A TRUSTED USER ACCOUNT

SETTING UP YOUR ACCOUNT

STEP 2. YOUR CONTACT INFORMATION

First Name **Last Name** **Email Address** **Phone Number** **PIN**

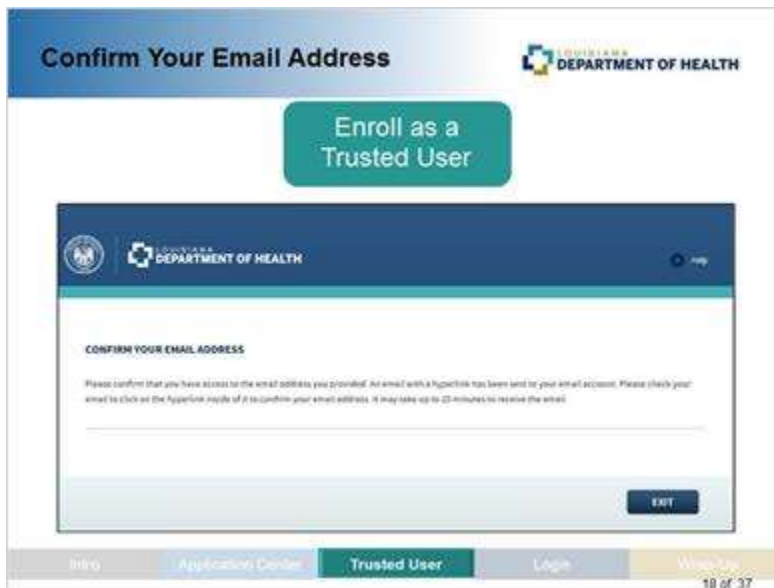
Create Account

Notes:

Narration:

- After indicating that you want to enroll as a Trusted User, you are taken to the Create A Trusted User Account screen, where you fill out your contact information like name and email address, create account credentials for your Account Login User ID, Password, and PIN, and perform a quick security check.
- Click the Create Account button to proceed.

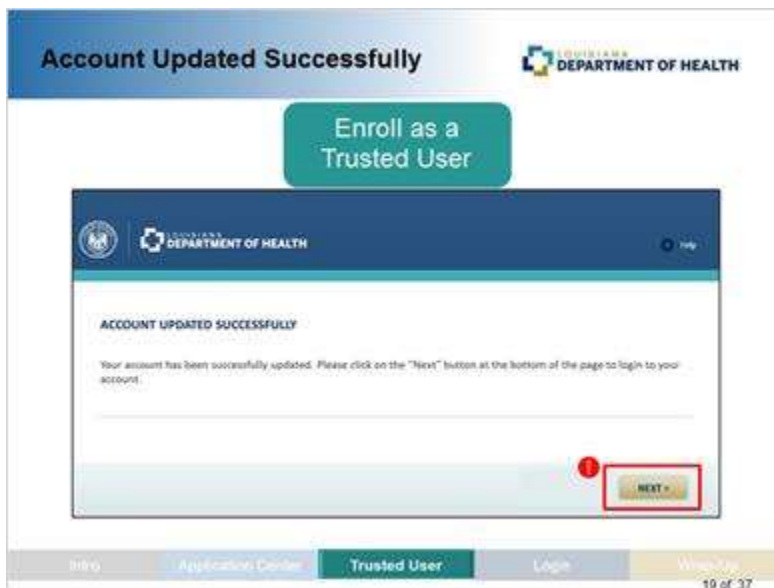
4.5 Confirm Your Email Address



Notes:

Narration: Once you click Create Account, you'll get the Confirm Your Email Address screen explaining that you will receive an email with your validation link shortly. You can click exit. YOU MUST RESPOND TO THE CONFIRMATION EMAIL WITHIN 24 HOURS OR YOUR ACCOUNT WILL BE DELETED AND YOU WILL BE REQUIRED TO START OVER!

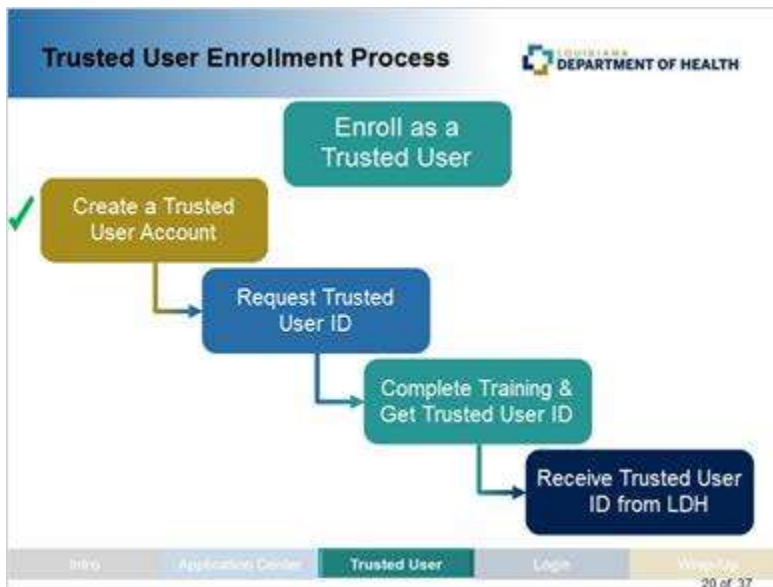
4.6 Account Updated Successfully



Notes:

Narration: After that, check your email for a unique link that takes you to a screen indicating that your account has been updated successfully! Click Next on that screen. YOU MUST RESPOND TO THE CONFIRMATION EMAIL WITHIN 24 HOURS OR YOUR ACCOUNT WILL BE DELETED AND YOU WILL BE REQUIRED TO START OVER!

4.7 Trusted User Enrollment Process



Notes:

Narration: These are the steps required to create a Trusted User account! The next step is to request a Trusted User ID.

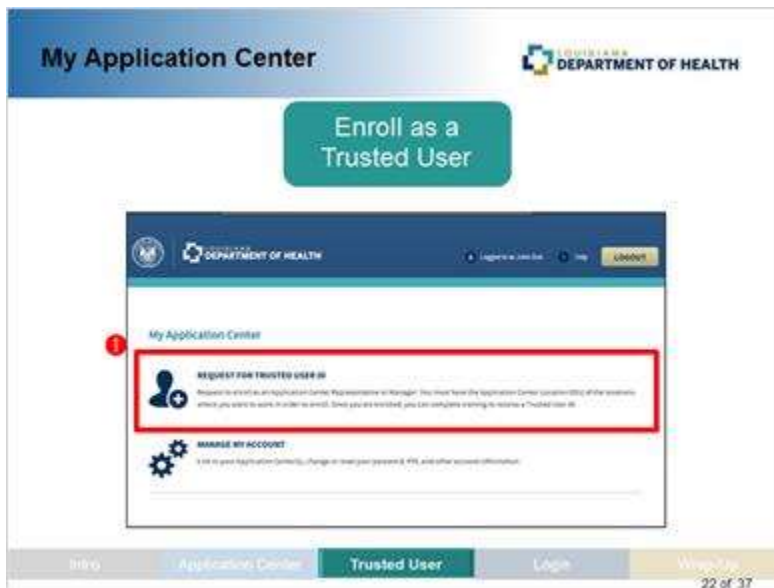
4.8 Enroll as a Trusted User

The screenshot shows the 'Enroll as a Trusted User' screen within the 'Application Center Login & Enrollment' portal. The header includes the 'Application Center Login & Enrollment' title and the 'DEPARTMENT OF HEALTH' logo. A large green button at the top says 'Enroll as a Trusted User'. Below it, a red rectangle highlights the 'Login' section, which contains fields for 'User ID' and 'Password', and a 'Login' button. The bottom of the screen features a navigation bar with tabs for 'Intro', 'Application Center', 'Trusted User' (which is active), and 'Login'. A '21 of 37' indicator is visible in the bottom right corner.

Notes:

Narration: After clicking Next on the Account Updated Successfully screen, you'll be routed to the Login & Enrollment screen once again. Now, you can enter your newly created Account Login User ID and Password, then click Login. You'll then be routed to the Manage My Account screen where you can agree to the User Acceptance Agreement and link your Trusted User ID to your account if you already have one. If you do not have a Trusted User ID yet, follow these steps.

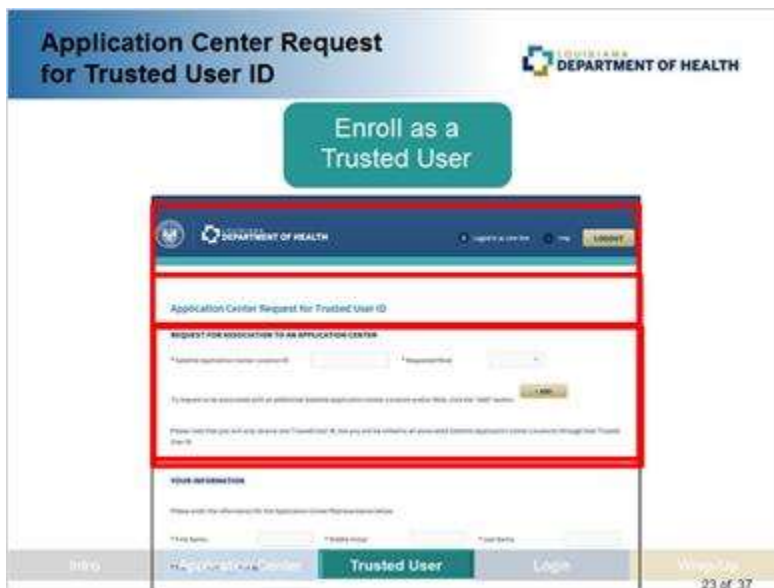
4.9 Enroll as a Trusted User



Notes:

Narration: From the Enroll as a Trusted User screen, you need to request a Trusted User ID. Click the Request for Trusted User ID link to proceed.

4.10 Request for Trusted user ID



Notes:

Narration: The Request for Trusted User ID screen has 4 sections:

- **Request for Association to an Center:** When you request your Trusted User ID you have to associate it with an Satellite Location using the Location ID. If you don't know the location ID, ask the App Center Administrator. If you work at more than one facility, you can associate your Trusted User ID with more than one location.
- **Your Information:** This section asks for your name, sex, date of birth, phone number, and email address
- **HIPAA Business Associate Addendum:** Read the HIPAA Business Associate Addendum carefully to understand what you need to do to protect the personal and health information of applicants and enrollees
- **Electronic Signature:** After reviewing the information you entered, check the boxes to indicate that you have provided true, complete, and correct information and that you have read the HIPAA Business Associate Addendum. Then enter your first name and last name to sign.

4.11 Confidentiality Responsibilities/Agreement

Confidentiality Responsibilities/ Agreement

Enroll as a Trusted User

FEDERAL REGULATIONS

As a provider, you are responsible for ensuring that all information you collect, store, use, or disclose is protected in accordance with the HIPAA Privacy Rule and the HIPAA Security Rule.

Responsibilities:

- Establishing policies and procedures
- Implementing the appropriate level of technical and physical safeguards

Procedures for handling paper, which shall be implemented from the following:

- Access, use, maintenance, and disposal
- Physical security measures
- Backup and recovery procedures

Agreement:

I have read and agree to the terms of the Confidentiality Responsibilities/Agreement.

☐ I agree

Trusted User

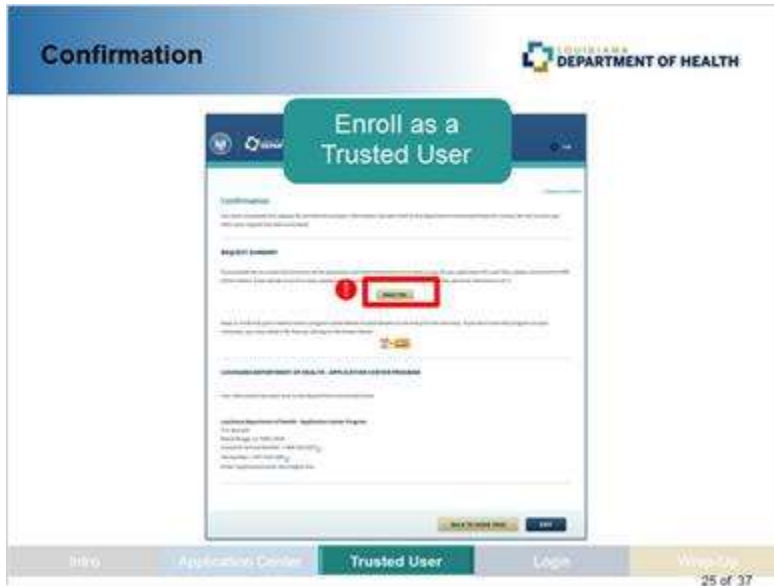
Notes:

Narration: The Confidentiality Responsibilities and Agreement screen is separated into 3 sections:

- **Federal Regulations:** This section outlines what you need to know about the federal regulations about protecting applicant and enrollee information.

- **Precautions in Safeguarding Information:** This section highlights precautions you can take to safeguard sensitive personal and medical information.
- **Electronic Signature:** After reviewing the information you entered, check the boxes and enter your first name and last name.
Click Next to proceed.

4.12 Confirmation



Notes:

Narration: After clicking Next on the Confidentiality Responsibilities & Agreement screen, you get the Confirmation screen. This means that the request for your Trusted User ID has gone to the state for review. You have the option to view a PDF of the Request Summary. Click the Print PDF button to proceed with the lesson.

4.13 LDH Request for Trusted User ID

The screenshot shows the 'LDH Application Center Request for Trusted User ID Summary' page. At the top, there is a blue header with the Louisiana Department of Health logo and the title. Below the header is a green button labeled 'Enroll as a Trusted User'. The main content area contains a summary of the request, including a table with columns for 'Satellite Application Center Location ID' and 'Requested Role'. Below the table are fields for 'Full Name', 'Date of Birth', 'Phone Number', and 'Email Address (Non-Resident)'. At the bottom, there is a navigation bar with tabs for 'Intro', 'Application Center', 'Trusted User', 'Login', and 'What's New'. The 'Trusted User' tab is currently selected.

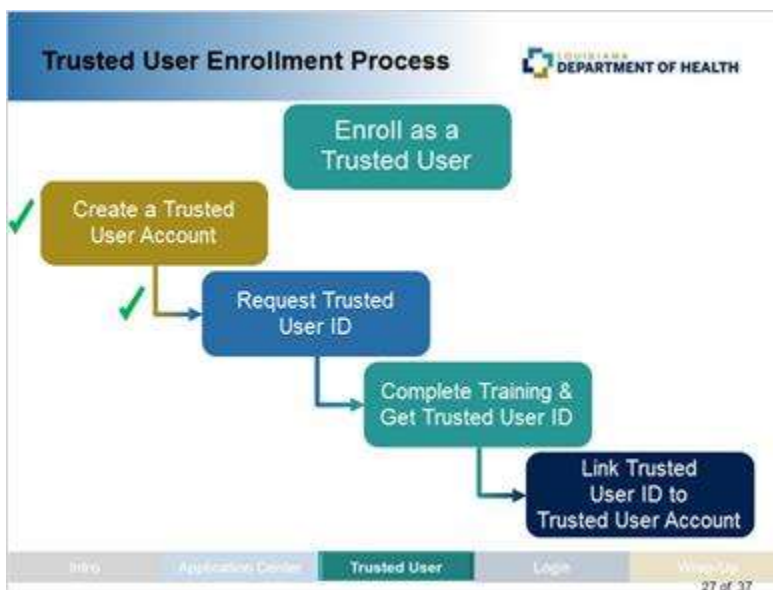
Satellite Application Center Location ID	Requested Role

Full Name	Date of Birth	Phone Number	Email Address (Non-Resident)

Notes:

Narration: When you click the Print PDF button, the LDH Request for Trusted User ID Summary PDF appears in a new tab. You can review the request, save it to your desktop, or print it for your records.

4.14 Trusted User Enrollment Process



Notes:

Narration: These are the steps required to request a Trusted User ID! You must have completed the required trainings through Coursemill to get your Trusted User ID. The Trusted User ID will be emailed directly to you.

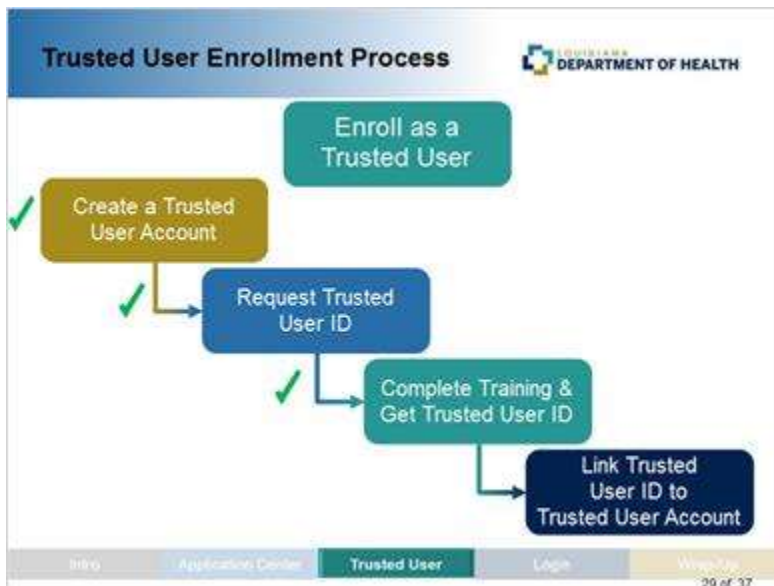
4.15 Enroll as a Trusted User



Notes:

Narration: After submitting your request for a Trusted User ID, the state will review your request. Once the state has reviewed and processed your application, you will receive an email with your personal Trusted User ID sent by an LDH employee. Using your Account Login User ID (not the Trusted User ID but the one you selected when you made your account) and Password, log back into the SSP, because you are now ready to complete the process.

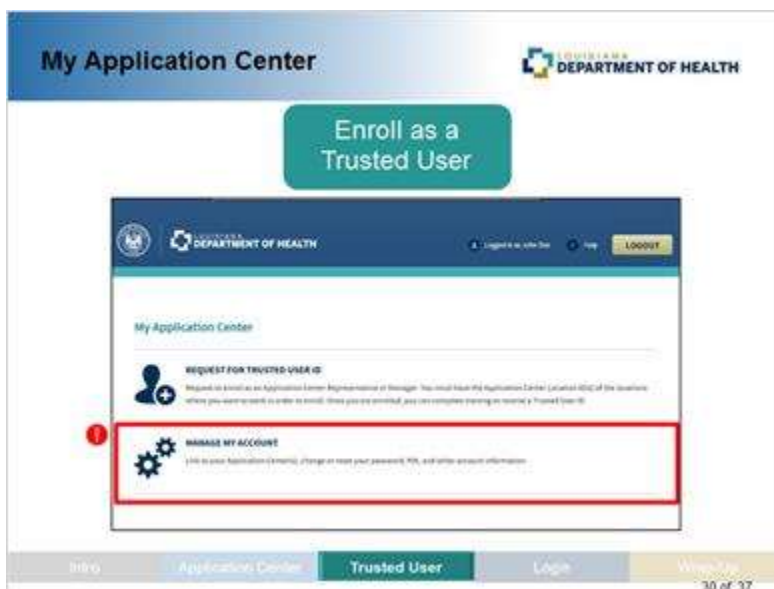
4.16 Trusted User Enrollment Process



Notes:

Narration: These are the steps required to complete training and get your Trusted User ID! The final step is to link your Trusted User ID to your Trusted User account.

4.17 My Application Center



Notes:

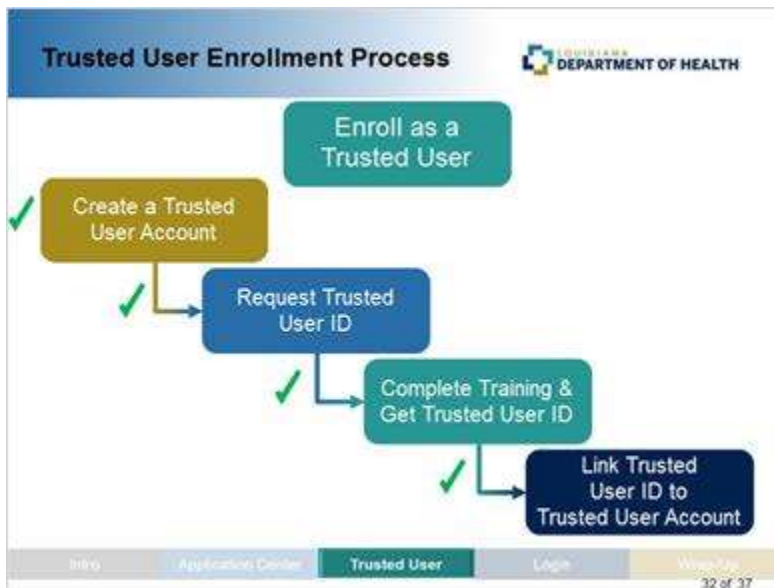
Narration: You are now ready to link your account to your Trusted User ID. Back on the My Application Center screen, click Manage My Account.

4.18 Manage My Account

Notes:

Narration: The Manage My Account screen is where you link your Trusted User ID to your account. In the Linking Information section, select Yes for the question, Do you have a Trusted User ID. Then enter your Last Name, Date of Birth, and Trusted User ID. Once you are finished, click Update Account to save those changes.

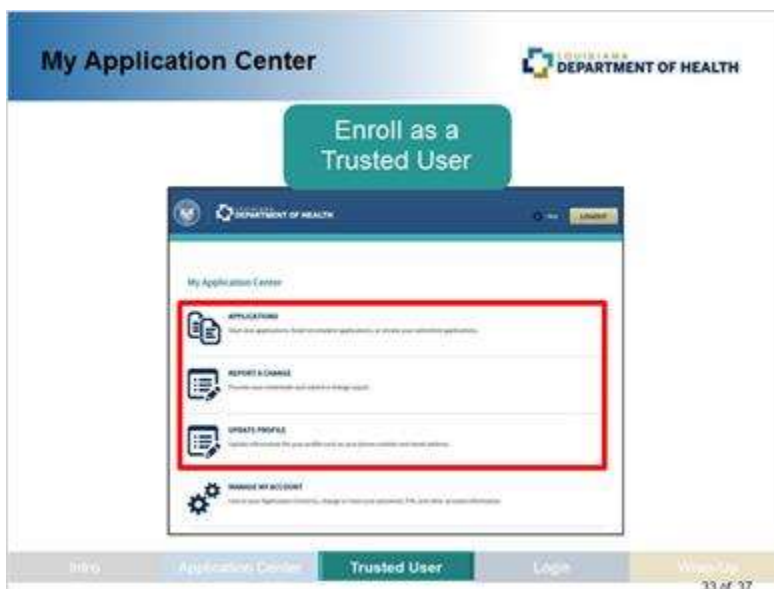
4.19 Trusted User Enrollment Process



Notes:

Narration: After clicking Update Account, your Trusted User enrollment is complete! Click the next button to see the full screen of a Trusted User.

4.20 Dashboard

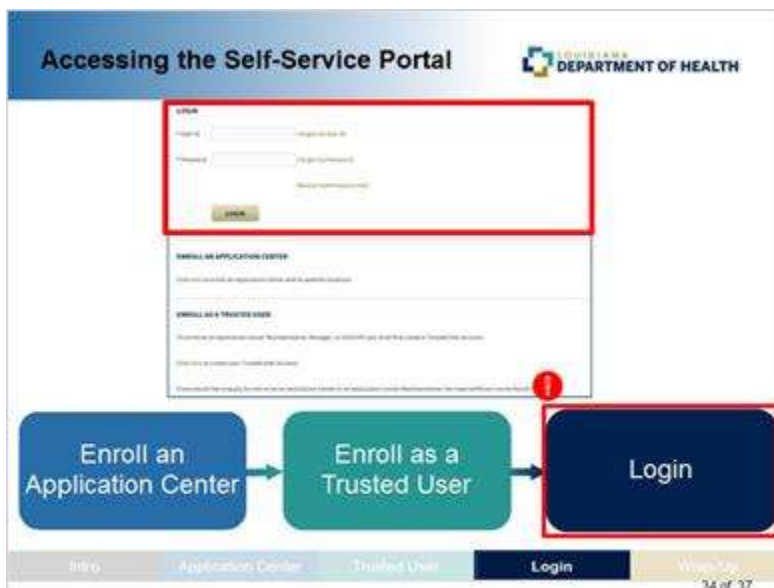


Notes:

Narration: When you return to the Home Page, you will see that the Request Trusted User ID section has disappeared, and there are three new sections: Applications, Report a Change, and Update Profile. If you are a manager or CEO/CFO, you will see extra sections as well, such as Payment History and Update Locations, Location, and Representative Profiles.

5. Login

5.1 Accessing the Self-Service Portal



Notes:

Narration: Now that you've learned about enrolling as a Trusted User, click the Login button to learn about that function.

5.2 Login and Enrollment

The screenshot shows a web application titled 'Application Center Login & Enrollment' for the 'LOUISIANA DEPARTMENT OF HEALTH'. The main content area contains a 'Login' form with the following elements:

- A 'Username' field with a 'Forgot my User ID or Password' link to its right.
- A 'Password' field with a 'Forgot my Password' link to its right.
- A 'Login' button.
- Below the login fields, there are two links: 'Forgot my User ID or Password' and 'Forgot my Password'.

The page is framed by a blue header and a yellow footer. The footer contains navigation links: 'Intro', 'Application Center', 'Trusted User', 'Login', and 'Way to Life'. The 'Login' link is highlighted in blue. The page number '35 of 37' is visible in the bottom right corner.

Notes:

Narration: Once you have already created your account in the SSP and linked your information to your Satellite location, you can enter your Account Login User ID and Password and click login. If you forget your Account Login User ID or password, you can select I forgot my User ID or I forgot my password, just to the right of the login fields. The SSP asks you to enter the email address you associated with your account, and you'll receive an email with instructions about how to get into your account.

5.3 Your Dashboard



Notes:

Narration: After you login, the SSP takes you to the Trusted User Dashboard (My Application Center). Here, you can submit applications, report changes, update your profile, and manage your account.

6. Wrap Up

6.1 Wrap-Up



Notes:

Narration:

- Now that you know how to enroll and log into the LaMEDS Self-Service Portal, complete your enrollment in the system.
- You will receive more training on how to submit applications, submit change reports, and manage your account.
- Please refer to the LNHA Resource Library daily for updates:
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